

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

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| | RPA # | EFFECTIVE DATE: |
| EMPLOYEE'S NAME | POSITION NUMBER (Agency - Unit - Class - Serial) 192-302-1139-901 | |
| DIVISION/UNIT Division of Professional Practices | CLASS TITLE Office Technician (Typing) – Limited-Term | |

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Office Technician (OT) is an entry level position that shall perform the following duties under the general supervision of the Staff Services Manager II within the Division's Intake Unit.

| Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. |
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| | <u>Essential Functions:</u> |
| 35% | Case Build & Processing: Builds all case folders for any level of case which requires assignment to other staff. Requests and processes case documentation including, but not limited to, information received from Record of Arrest and Prosecution (RAP) notices and applications. Reviews investigative reports and court documents for completeness. Prepares follow-up requests for incomplete documentation. Combine previously reviewed cases from the State Records Center (SRC) if applicable. Process the rejection of Respondent's application when documents requested are not received in a timely manner. |
| 15% | Consent Calendar and Discuss Cases: Prepares cases as advised by the Intake AGPA or management to be reviewed by the Committee of Credentials as Consent Calendar and Discuss items by preparing a typed summary of allegations, circumstances, and criminal convictions. |
| 15% | Intake: Process all incoming mail by entering relevant information into the Intake Database, recording the Intake identification number on the document, and scanning documents into Siebel. |
| 10% | Create Potential Mandatory Folders: Creates the Potential Mandatory folders daily as advised by the Intake AGPA or management for processing by the Case Management team. Process the DMV and forward the case file to the case owner of the Case Management team immediately. This is the highest daily priority for the Office Technician in Intake. |
| 5% | Committee Procedures: Type, process, and mail grant and close letters after the Committee of Credentials monthly meeting. Clear the applications in CASE and move the applications to CERT for final processing and mailing. |
| 5% | Contacts: Communicates daily by telephone, email and postal mail with Respondents, attorneys, and law enforcement agencies to assist in completing the contents within the case file prior to Committee Review. |

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| 5% | Procedures: Develops, revises, and maintains DPP's procedures, database manuals, policies, and processes. |
| 5% | <u>MARGINAL FUNCTIONS</u> |
| 5% | Meetings: Attend and record minutes of the confidential Committee of Credential meetings. Assist Committee members and division staff in the processing/obtaining of travel advances and reservations and ensure that travel expense claims are completed and processed. |
| 5% | Special Projects & Assignments: On occasion, organize and monitor special projects and assignments. |

KNOWLEDGE AND ABILITIES

Knowledge of:

1. General sentence and paragraph construction and the proper use of the English language for writing.
2. Current laws, codes and regulations regarding teacher education and disciplinary practices in California.
3. Current laws related to criminal justice system, including infractions, misdemeanors and felonies as well as rehabilitation.
4. Administrative functions, organization and structure of Commission on Teacher Credentialing.
5. California principles and methods of disciplinary practices for teachers.

Ability to:

1. Interpret and apply facts found in police and district investigation reports and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Perform in an independent and creative manner.
4. Speak effectively and write clear, concise reports.
5. Utilize effective techniques in human relations.
6. Analyze situations accurately and take effective action.
7. Analyze policy issues related to the evaluation of professional practices.

DESIRABLE QUALIFICATIONS

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.
- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals

SPECIAL PERSONAL CHARACTERISTICS N/A

INTERPERSONAL SKILLS

- An ability to communicate in a professional manner in a fast-paced environment.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Overtime may be necessary depending upon the situation (ie travel, attendance at conferences etc.)
- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.

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- Has daily contact with CTC management and staff.

Physical Ability

- Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credential members

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person, and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

MANAGER/SUPERVISOR'S NAME
(Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE